# RÉSUMÉ

## SACHIN MATHUR # Flat No – 1602, Tower No -1, Uniworld Gardens, Sohna Road, Gurgaon – 122018, India

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### Summary

An established IT leader having around 17 years of IT experience in various leadership positions across Asia Pacific. My current role gives me exposure to interact with global teams across Asia, EMEA & Americas and the business looks at me as a trusted advisor on IT infrastructure management.   
  
My expertise on handling IT for large multinational organization comes from experience of working with large FMCG, Manufacturing & consumer goods industry. I work closely with the business as their partner, handles large third party IT vendors, provides strategic inputs on M&A, divestitures and JVs. Apart from acting as a Service Manager for End to End global service also handles various technology verticals in the Region.

I constantly look to consolidate my knowledge by leveraging on the learning in the newer area that I was hereto not exposed and expect the new job to offer me diverse areas of working, which would help me grow both as an professional and an individual.

### Working Experience

1. **Regional Service Delivery Advisor – Asia Pacific, Cargill Inc, Gurgaon, India**

(May 2014 – Till Date)

I am responsible to monitor and manage service levels and performance across technology work streams in the Region. This also includes outcome management and issue resolutions of IT Infrastructure services. Responsible for building IT services to the next level to be the value enabler rather than just being an order taker for the business. Setting up End to End Services to mature from just technology based offering to a service based model. Champion new and innovative service delivery processes and broker information across the infrastructure organization, and encourages the adoption of solutions. Lead the development of infrastructure service delivery solutions by researching current and emerging trends, translating more complex business requirements, and developing solution designs. Provide input to the baseline cost structure and performance metrics, and needed actions to decrease costs and improve efficiency.

1. **Release Manager – Asia Pacific, Cargill Inc, Gurgaon, India**

(Feb 2013 – Apr 2014)

As the Regional Release Manager in IT for Asia Pacific, acted as an approving authority of all IT changes to the production environment and ensure controlled roll out of changes from both IT Infrastructure and Applications side, in order to have least disruption to the businesses in the region. Also ensure that proper Business Risks are understood and mitigation actions are in place before the changes are implemented. Acted as the SME of all cross functional ITIL process specially the Change and Release processes and led the roll-out of formal release management practices in the region and helped to build stronger adoption of change management practices. Also managed and developed good relationships with regional leadership which was instrumental in process adoption.

1. **Senior Project Manager – AP & EMEA, Cargill Inc, Gurgaon, India**

(May 2011 – Jan 2013)

Worked primarily on managing Complex IT Infrastructure projects involving global project team members spread across the all regions. Ensured that business requirements are understood completely before building solutions in-line to Cargill processes, also making sure that ambiguity is understood and managed successfully across all projects. Managing and mitigating risks, keeping project costs under control, ensuring conformance to project timelines were key. I specialized in IT Integration's and disintegration's during Mergers, Acquisitions, Divestitures & Joint Ventures, also in setting up IT for new Greenfield and other complex technology projects.

1. **IS Manager – India, Bangladesh & Nepal, Philip Morris International, New Delhi, India**

(Sep 2009 – Apr 2011)

As the Manager IS, had to anticipate and understand future IT needs of business and translate overall business strategy into IT Plan. Maintain active contact and communication with key business stakeholders and provide advice and consulting to local management on business matters having IT implications. Execute the IT Plan by leading the deployment, localization and support of global/core business system solutions. Ensure that IT Services delivered in an optimum way (timely, cost effective, secure, stable, reliable and user-friendly, both from IT and user perspective). Ensure adherence to all policies and guidelines on security and compliance. Ensure IT expenditure are well documented, budgeted & approved. Lead and develop an adaptable, flexible and agile IT organization that attracts, develops and retains the best global talent in order to deliver IT. Plan and manage the delivery of consulting and other services by external and internal suppliers in order to ensure delivered service levels meet the business needs. Select and manage contractual relationship with any locally sourced IT suppliers.

1. **IT Infrastructure Lead - India, Cargill India Pvt. Ltd, Gurgaon, India**

(Apr 2006 – Sep 2009)

The role was to provide leadership to the Country IT Infrastructure team in proper delivery and support to the users on the country IT services. The primary responsibility was to ensure that all Infrastructure & Operational requirements are met for all locations in the country and deployed to corporate standards. Ensuring SLA’s are monitored, tracked maintaining compliance and also provide support to global projects for all locations within India. Had to also ensure proper communication, coaching & guidance is provided to the IT Team within India. Also had to ensure corporate Information protection policies are adhered to and ensure non-conformance are continually monitored and reported. Coordinate the purchase and installation of IT hardware, Software and contracting / consulting services.

1. **Manager IT – Northern District, ITC Ltd. New Delhi, India**

(Sep2002 – Apr2006)

As an IT Manager responsibility was to provide the IT support for entire Northern region, the job involved ensuring 100 % customer satisfaction by maximizing up-time of IT hardware, infrastructure and help in Implementation of new application systems. One of the prime accountability was to roll out key applications in the region including Wholesale dealer information system to run an effective sales distribution system with the wholesalers. Arranging end user training on various applications and helping the setup new office infrastructure in the region and helping in deployment of various technology projects were also key. Role was also to build effective vendors network for effective and efficient support for functioning of the IT systems.

1. **Systems Engineer – ITC Ltd., Saharanpur, India**

(Jan 2000 – Aug 2002)

The Job involved, providing Application Support for Payroll Management System (PAMS) for the Unionized worker of the factory, this included Database Admin, Development of new reports on requirement basis, Writing Code block in SQL, PL SQL for the fine tuning of the system. Also provided Application support for a Quality Management Software (QMS), used to collect data from various quality measuring systems and updating the system online. Developed applications & reporting utilities as per the requirements of the Unit. Did functional study of the various clerical systems in the Unit and prepared an AS IS followed by a TO BE, which was used as the process flow in the Production Planning (PP) module for SAP automation in the factory. Responsibility also included handling all other daily operations activities including Backups & Recoveries and Infrastructure support.

1. **Internship – Whirlpool of India Pvt Ltd., Faridabad, India**

(Jul 1999 – Oct 1999)

Completed a project with Whirlpool, to improve logistics effectiveness of refridgerators from manufacturing assembly lines to warehouse. Study resulted in recommendation of implementing Bar code system for accurate inventory tracking and proper management of logistics. These recommendations lead to actual deployment of the bar code systems.

### Projects Undertaken

**Cargill**

* Mergers and Acquisitions
  + Project Braveheart - Cargill & Teys JV in Australia
  + Project Texas – Cargill Flavors Divestiture in AP
  + Project White – Blattmann Divestiture in Switzerland
  + Project Denekamp – Cargill Meats Europe Divestiture in Neatherlands
  + Project Alice – Australian Wheat Board (AWB) Acquisition in Australia
* Green fields
  + Sonipat – Cargill Animal Nutrition plant in Sonipat in India
  + Nanning – Cargill Acquired Provimi Plant in Nanning China
  + Zhangzhou – Cargill Animal Nutirtion Plant in Zhangzhou China
  + QuiQuiHaer – Cargill Animal Nutirion Plant in QuiQuihaer China
  + Mozambique – Cargill Grains & Oil Seeds Office in Mozambique, Africa
* Other Technology Projects
  + Korea Audit Resolution project – Improving and mitigating Audit findings in S.Korea
  + Marel Upgrade – SQL based application upgrade in UK
  + Implementation of IP Telephony for India Gurgaon Office
  + Setting up of the India Intranet site from ideation to development
* New Office Setup & Relocation
  + Several Office creation and office shifting in India during previous Cargill stint
  + New Office Setup & Relocation during Project Alice in Melbourne, Australia

**Philip Morris International**

* Application Projects
  + Implemented SAP based Workflow & Integration with E-Banking for India
  + Implemented an Online Expense claim system for India
* Business benefit projects
  + Successfully used innovation in Marketing by specially creating applications which can run on devices like Apple IPADs etc and are currently being used for consumer engagement activities & in process collecting database for future marketing initiatives.
  + Outsourced their payroll system & implemented an Online E-Leave system for all the employees of Philip Morris India office.
* Infrastructure projects
  + Implementation of Cisco IPT based ON-Net calling solution for the India office which saved a huge cost on International calling
  + Implementation of ITIL based Incident Management processes for the IT team in Philip Morris India & Bangladesh offices.
  + Setting up of IT infrastructure for new offices

**ITC Limited**

* Worked on a project to implement DAS (Data Acquisition System) for online tracking of attendance of the employees within the ITC Saharanpur factory.
* Was also involved in the Development of the new Incentive module in the Payroll Management software at the ITC Saharanpur factory.
* Roll out of Wholesale dealer information system across sales distributers in north India
* Setup of various new offices across north Indian region

### Educational Qualification

* Bachelor of Technology (Computer Systems) from British Columbia Open University, Vancouver, Canada.
* Bachelor of Science (Statistics) from Chaudhary Charan Singh University, Meerut.

### Certification –

Certified in ITIL based ITSM V3 Foundation in 2009 with 83% from EXIN US.

### Extra Qualification

Advance Diploma in Software Engg. (H) from Aptech Ltd., South Ex, New Delhi

**Personal Traits**

* Self-starter.
* Positive attitude.
* Proactive approach with a problem-solving attitude.
* Ability to work under stress & tight deadlines.

### Major Leisure Activities

### I am an avid traveler and have travelled extensively across the world. I also am an auto enthusiast with particular interests in evaluating car builds. Also I enjoy spending time with my family.

### Personal Profile

Born on the **1st day of February, 1977.**

**Father’s Name** : Late Shri S. K. Mathur

**Marital Status** : Married

**References**

Available on request.

**(SACHIN MATHUR)**